

The information in this README pertains to Novell ZENworks 11 Support Pack 2, the product that provides a comprehensive cross-platform management for servers and workstations.

- ◆ [Section 1, “Readme Updates,”](#) on page 1
- ◆ [Section 2, “Before You Install or Upgrade,”](#) on page 1
- ◆ [Section 3, “Operational Known Issues,”](#) on page 9
- ◆ [Section 4, “Legal Notices,”](#) on page 25

1 README Updates

The following table contains information on the documentation content changes that were made in this *README* after the initial release of ZENworks 11 SP2:

Table 1 *README Updates*

Date	README item Added or Updated
July 19, 2012	Added the following known issue to Section 2.5, “Installation Issues,” on page 2: <ul style="list-style-type: none">◆ “Agent is not registered on a Windows device if ZENworks and the OEM database are installed on the same machine.” on page 5
April 6, 2012	AdminStudio 11 is now supported. Added the following known issue to Section 3.2, “AdminStudio,” on page 11: <ul style="list-style-type: none">◆ “Unable to uninstall AdminStudio 11 on a 64-bit Windows 7 device” on page 11.

2 Before You Install or Upgrade

Before you start installing or upgrading to ZENworks 11 SP2, review the information in the following sections:

- ◆ [Section 2.1, “What’s New,”](#) on page 2
- ◆ [Section 2.2, “Supported Platforms and Installation Instructions,”](#) on page 2
- ◆ [Section 2.3, “Upgrade Prerequisites and Instructions,”](#) on page 2
- ◆ [Section 2.4, “Additional Product Documentation,”](#) on page 2
- ◆ [Section 2.5, “Installation Issues,”](#) on page 2
- ◆ [Section 2.6, “Upgrade Issues,”](#) on page 6
- ◆ [Section 2.7, “Migration Issues,”](#) on page 9

This product contains undocumented utilities that Novell Support might use to diagnose or correct problems.

2.1 What's New

For detailed information about the new features or enhancements in ZENworks 11 SP2, see the "What's New" section in the *Novell ZENworks 11 SP2 Upgrade Guide* (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bwxdpeb.html).

2.2 Supported Platforms and Installation Instructions

See the *Novell ZENworks 11 SP2 Installation Guide* (http://www.novell.com/documentation/zenworks11/zen11_installation/data/bookinfo.html).

2.3 Upgrade Prerequisites and Instructions

For detailed information on prerequisites and instructions for upgrading Primary Servers, Satellites, and managed devices to ZENworks 11 SP2, see the *Novell ZENworks 11 SP2 Upgrade Guide* (http://www.novell.com/documentation/zenworks11/zen11_upgrade/data/bookinfo.html).

2.4 Additional Product Documentation

This Readme lists the issues specific to ZENworks 11 SP2. For all other ZENworks 11 SP2 documentation, see the *Novell ZENworks 11 SP2 documentation Web site* (<http://www.novell.com/documentation/zenworks11/>).

2.5 Installation Issues

This section contains information about issues that might occur when you install ZENworks 11 SP2.

- ♦ Section 2.5.1, "ZENworks 11 SP2 is bundled with some unsigned ZENworks browser components," on page 3
- ♦ Section 2.5.2, "Some ZENworks partitions must be fixed in order to work with Configuration Management," on page 3
- ♦ Section 2.5.3, "Time synchronization causes invalid certificate errors," on page 3
- ♦ Section 2.5.4, "You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server," on page 3
- ♦ Section 2.5.5, "Server or Agent installation takes a long time to finish," on page 3
- ♦ Section 2.5.6, "Unable to install a Primary Server with a user configured to a user source where SSL is enabled," on page 4
- ♦ Section 2.5.7, "ZENworks installation finishes with a warning message that the Preboot service is not running," on page 4
- ♦ Section 2.5.8, "During installation of ZENworks on Linux, some of the language options are not displayed when you leave the EULA page," on page 4
- ♦ Section 2.5.9, "Cannot install ZENworks on a Citrix Provisioning Services Target Device," on page 4
- ♦ Section 2.5.10, "Unable to launch ZENworks Control Center when the OEM database and ZENworks 11 SP2 are installed on the same machine," on page 5
- ♦ Section 2.5.11, "Agent is not registered on a Windows device if ZENworks and the OEM database are installed on the same machine.," on page 5

2.5.1 ZENworks 11 SP2 is bundled with some unsigned ZENworks browser components

When you install certain ZENworks browser components, you might encounter a security warning because the components are unsigned.

Workaround: Ignore the security warning and continue to install the ZENworks components.

2.5.2 Some ZENworks partitions must be fixed in order to work with Configuration Management

If your environment is running the Novell ZENworks Linux Management - Dell Edition and you created ZENworks partitions on your clients, the partition no longer works and the update fails when the partition is booted to update your clients to ZENworks 11 SP2 Configuration Management.

Workaround: Before you install ZENworks 11 SP2 Configuration Management in your environment, create a scripted imaging task and force all ZENworks partitions to run it in preparation to update to Configuration Management.

Create the following script to fix the `/etc/ZUpdate.sig` file in the `initrd` resource file:

```
export PATH=/sbin:/usr/sbin:/bin:/usr/bin:/sbin
mount $ZENDEVICE /mnt/harddisk
cp /mnt/harddisk/boot/loader/initrd /initrd.gz
#make a backup of initrd
cp /mnt/harddisk/boot/loader/initrd /mnt/harddisk/boot/loader/initrd.sav
gunzip /initrd.gz
mount -o loop /initrd /mnt/cdrom
cp /mnt/cdrom/etc/ZUpdate.sig /
dos2unix /ZUpdate.sig
cp /ZUpdate.sig /mnt/cdrom/etc
umount /mnt/cdrom
gzip -v9c /initrd > /mnt/harddisk/boot/loader/initrd
umount /mnt/harddisk
```

2.5.3 Time synchronization causes invalid certificate errors

If time is not synchronized on the network before you install the ZENworks services, you might see invalid certificate errors because the certificates have dates that are in the future and are therefore invalid.

Workaround: Ensure that your network time is synchronized before you install the ZENworks services. Ensure that you include ZENworks back-end servers in the synchronization.

2.5.4 You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server

The installer prompts for the first reboot after completing the installation of ZENworks Asset Management. The server prompts for a reboot again to remove any additional packages that might have been installed while installing ZENworks Asset Management.

Workaround: None.

2.5.5 Server or Agent installation takes a long time to finish

When you install the ZENworks Server or ZENworks Adaptive Agent on a virtual machine, the installation takes much more time than normal and can appear to hang. This can be caused by the VM operating system not matching the operating system specified during creation of the VM. For example, Windows Vista is selected as the Guest OS for the VM during creation but the actual guest operating system is Windows 7.

Workaround: Allow adequate time for the installation to finish (up to 4 hours).

Workaround: Upgrade your hypervisor software to a version that has a Guest OS that matches the VMs operating system. For example, Windows 7 and Windows Server 2008 R2 (x64) are not natively supported in VMware Workstation versions earlier than 7.0 or ESX/ESXi versions before ESXi 4.0.0 Build 208167.

2.5.6 Unable to install a Primary Server with a user configured to a user source where SSL is enabled

When you try to add an additional Primary Server by using the administrator user created in the user source, the installation log file displays the following message:

```
<Message><MessageID><![CDATA[0000]]></MessageID><MessageString><![CDATA[ConfigureAction failed!: com.novell.zenworks.datamodel.exceptions.InternalDataModelException:com.novell.zenworks.datamodel.exceptions.UntrustedCertificateException:com.novell.zenworks.datamodel.exceptions.UntrustedCertificateException:javax.naming.CommunicationException:simple bind failed:<server:port> [Root exception isjavax.net.ssl.SSLHandshakeException: java.security.cert.CertificateException:No trusted certificate found]
```

Workaround: You must use the administrator users created in ZENworks 11 SP2. Users configured in a user source where SSL is enabled might not be able to add additional Primary Servers to the zone.

For more information on creating a user, see the [ZENworks 11 SP2 System Administration Reference \(http://www.novell.com/documentation/zenworks11/\)](http://www.novell.com/documentation/zenworks11/).

2.5.7 ZENworks installation finishes with a warning message that the Preboot service is not running

During the ZENworks 11 SP2 installation on a device, if you choose to activate one or more products other than ZENworks 11 SP2 Configuration Management, the ZENworks installer displays the following warning messages:

- ♦ **On the device:** There appears to be a problem with one or more of the ZENworks components.
- ♦ **In the Install log file:** Novell ZENworks Preboot Service Installed, but not running.

Even though the Preboot service is installed on the device, it is not up and running because ZENworks Configuration Management is not activated on the device.

Workaround: Ignore the message.

2.5.8 During installation of ZENworks on Linux, some of the language options are not displayed when you leave the EULA page

When you install ZENworks on Linux through the SSH client in the console mode, some of the language options are not displayed when you leave the EULA page. This happens because the SSH client does not support UTF-8 characters.

Workaround: Enable UTF-8 character support in SSH.

2.5.9 Cannot install ZENworks on a Citrix Provisioning Services Target Device

Citrix Provisioning Services lets you stream a single image (vDisk) to one or more virtual machines, referred to as Target Devices. If you install ZENworks to a Target Device, the installation fails. This occurs because ZENworks changes the Target Device's network stack. With a Target Device, if anything changes with the network card or network stack (drivers, settings, state, etc) while the

Target Device is accessing the vDisk, then communication with the vDisk is broken and the Target Device crashes (blue screens). This issue is not specific to ZENworks. It occurs with any product, such as VPN software, that changes the network card or network stack.

Workaround: Install ZENworks to the vDisk before provisioning it to Target Devices.

2.5.10 Unable to launch ZENworks Control Center when the OEM database and ZENworks 11 SP2 are installed on the same machine

ZENworks Control Center does not launch on a system if ZENworks 11 SP2 is installed in any directory other than `C:\Program Files`, and if the OEM database is installed on the same machine.

Workaround: Use one of the following procedures depending on whether you have already installed ZENworks 11 SP2:

If you have installed the OEM database and have not yet installed ZENworks 11 SP2, use the following procedure:

- 1 In the *System variables* section of *Environment Variables*, delete the `ZENworks_Home` entry.
- 2 Start the ZENworks installation.

If you have already installed the OEM database and ZENworks 11 SP2, use the following procedure:

- 1 In the *System variables* section of *Environment Variables*, replace `ZENworks_Home` with the complete path where ZENworks is installed.
- 2 Add `<ZENworks_Home>\lib` as the value for the *Path* variable, where `<ZENworks_Home>` is the path defined in [Step 1](#).
- 3 Restart the ZENServer and ZENLoader services.
- 4 Wait for approximately 30 seconds, then launch ZENworks Control Center.

2.5.11 Agent is not registered on a Windows device if ZENworks and the OEM database are installed on the same machine.

When the OEM database and ZENworks are installed on the same Windows device, and ZENworks is installed in a location other than `C:\Program Files\Novell\ZENworks`, the agent is not registered. This happens because the `ZENworks_Home` registry is always set to `C:\Program Files\Novell\ZENworks`.

Workaround:

If you have installed the OEM database but not yet installed ZENworks on the same device:

- 1 Remove the `ZENworks_Home` entry from the *Environment variables* list.
- 2 Close all open command prompts.
- 3 Start the ZENworks installation.

If you have already installed the OEM database and ZENworks on the same Windows device:

- 1 Modify the `ZENworks_Home` entry in the *Environment variables* list with the correct `ZENworks_Home` path. Add the `<ZENworks_Home>\lib` path in *Path* section of the *Environment variables* list.
- 2 Reboot the machine.

2.6 Upgrade Issues

This section contains information about issues that might occur when you upgrade to ZENworks 11 SP2.

- ◆ Section 2.6.1, “A system update fails on a device on which an antivirus application is running,” on page 6
- ◆ Section 2.6.2, “The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP2 Reporting Server,” on page 6
- ◆ Section 2.6.3, “A warning message is displayed while upgrading to ZENworks 11 SP2 on a Windows server that has the Cumulative Agent patch installed,” on page 7
- ◆ Section 2.6.4, “On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP2 media-based upgrade,” on page 7
- ◆ Section 2.6.5, “An error message is displayed while upgrading to ZENworks 11 SP2 on a device that has Patch Management installed,” on page 7
- ◆ Section 2.6.6, “When you run zdc_verifyDB or zdc_verifyDB.bat prior to the upgrade on a server that has been configured to use the Oracle database, you might see error messages,” on page 7
- ◆ Section 2.6.7, “When you run zdc_verifyDB or zdc_verifyDB.bat prior to the upgrade on a server that has been configured to use the OEM database, you might see an error message,” on page 8
- ◆ Section 2.6.8, “When you run zdc_verifyDB or zdc_verifyDB.bat prior to the upgrade on a server that has been configured to use the external Sybase database, you might see an error message,” on page 8
- ◆ Section 2.6.9, “When you run zdc_verifyDB or zdc_verifyDB.bat prior to the upgrade on a server that has been configured to use the MS SQL database, you might see an error message,” on page 8

2.6.1 A system update fails on a device on which an antivirus application is running

A system update of the ZENworks Adaptive Agent might fail if you have an antivirus application running on the device you are attempting to update.

Workaround: Prior to deploying the system update, refer to your antivirus documentation and make the required configuration changes to allow exclusions.

For more information, see TID 7007545 in the [Novell Support Knowledgebase \(http://www.novell.com/support/search.do?usemicrosite=true&searchString=7007545\)](http://www.novell.com/support/search.do?usemicrosite=true&searchString=7007545).

2.6.2 The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP2 Reporting Server.

In a custom report, if you add a hyperlink that uses the report ID to refer to a predefined report, the hyperlink does not work after you upgrade to ZENworks 11 SP2 Reporting Server.

Workaround: After you upgrade to ZENworks 11 SP2 Reporting Server, you need to edit the hyperlink to refer to the same predefined report. To avoid this issue, it is a good practice to add hyperlinks using report names instead of report IDs. For more information on how to create hyperlinks using report names, see the [BusinessObjects Enterprise documentation \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf).

2.6.3 **A warning message is displayed while upgrading to ZENworks 11 SP2 on a Windows server that has the Cumulative Agent patch installed**

While you are upgrading from ZENworks Configuration Management 10.3.x, 11 or 11.1 to ZENworks 11 SP2, a warning message is displayed for files that have been copied previously as a part of a Cumulative Agent patch.

When you download a file on a Windows device, a flag is set for the file to indicate that it is not secure. When the files are extracted by using the Windows extractor, the flag is set for all the extracted files.

Workaround: Before upgrading to ZENworks 11 SP2, unblock each file on the server that has already applied the Cumulative Agent patch.

2.6.4 **On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP2 media-based upgrade**

While upgrading a Linux device from ZENworks 11 to ZENworks 11 SP2, the `LPMSystemUpdateConfigureAction` fails, displaying an error.

Workaround: Perform the following steps:

- 1 Navigate to the configure script file in `/opt/novell/zenworks/bin`.
- 2 Modify the last line in the file from `Xms64m -Xmx256m` to `-Xms64m - Xmx512m`.
- 3 Rename the system update log folder (`50110100001e69ca2ccb2865b42bf7b3`). This folder can be accessed from `/var/opt/novell/log/zenworks/system-update/`
- 4 Run the upgrade again.

2.6.5 **An error message is displayed while upgrading to ZENworks 11 SP2 on a device that has Patch Management installed**

If the ZENworks 11 SP2 installation is currently in evaluation mode, you might see the following error message in the *Bundles* section, under *Patch Management*:

```
You must have valid patch subscription to use this feature
```

Workaround: You need to first deactivate and then reactivate ZENworks Patch Management.

2.6.6 **When you run `zdc_verifyDB` or `zdc_verifyDB.bat` prior to the upgrade on a server that has been configured to use the Oracle database, you might see error messages**

When you run `zdc_verifyDB` or `zdc_verifyDB.bat` to verify the schema on a server that has been configured to use the Oracle database, the following error messages might be displayed:

```

ERROR      Mismatch in table 'NC_PRODUCT' structure.
Object type: [Trigger] , Object name: [TG_NCPRODUCT_INS_LOCALPRODUCT]
Expected: [Name: TG_NCPRODUCT_INS_LOCALPRODUCT, Table: NC_PRODUCT, Definition
hash: 65c084cf]
Found: [Name: TG_NCPRODUCT_INS_LOCALPRODUCT, Table: NC_PRODUCT, Definition
hash: 8bea8273]
ERROR      Mismatch in table 'NC_PRODUCT' structure.
Object type: [Trigger] , Object name: [TG_NCPRODUCT_UPD_LOCALPRODUCT]
Expected: [Name: TG_NCPRODUCT_UPD_LOCALPRODUCT, Table: NC_PRODUCT, Definition
hash: e2f73dc8]
Found: [Name: TG_NCPRODUCT_UPD_LOCALPRODUCT, Table: NC_PRODUCT, Definition
hash: b6a63b6c]
ERROR      Mismatch in table 'NC_WORKSTATION' structure.
Object type: [Trigger] , Object name: [TG_NC_WORKSTATION_DEL_SETNULL]
Expected: [Name: TG_NC_WORKSTATION_DEL_SETNULL, Table: NC_WORKSTATION,
Definition hash: 40a83bd4]
Found: [Name: TG_NC_WORKSTATION_DEL_SETNULL, Table: NC_WORKSTATION, Definition
hash: f8013958]

```

Workaround: None. You can ignore these error messages.

2.6.7 When you run `zdc_verifyDB` or `zdc_verifyDB.bat` prior to the upgrade on a server that has been configured to use the OEM database, you might see an error message

When you run `zdc_verifyDB` or `zdc_verifyDB.bat` to verify the schema on a server that has been configured to use the OEM database, the following error messages might be displayed:

```

Mismatch in table 'zInstallationPackage' structure.
Object type: [Column] , Object name: [Platform]
Expected: [Name: Platform, Size: 255, Type: NVARCHAR, Nullable: true]
Found: [Name: Platform, Size: 32, Type: VARCHAR, Nullable: true]

```

Workaround: None. You can ignore these error messages.

2.6.8 When you run `zdc_verifyDB` or `zdc_verifyDB.bat` prior to the upgrade on a server that has been configured to use the external Sybase database, you might see an error message

When you run `zdc_verifyDB` or `zdc_verifyDB.bat` to verify the schema on a server that has been configured to use the external Sybase database, the following error messages might be displayed:

```

Mismatch in table 'PATCHPACKAGE' structure.
Object type: [Column] , Object name: [flagBits]
Expected: [Name: flagBits, Size: 19, Type: NUMERIC, Nullable: true]
Found: [Name: flagBits, Size: 19, Type: NUMERIC, Nullable: false]

```

Workaround: None. You can ignore these error messages.

2.6.9 When you run `zdc_verifyDB` or `zdc_verifyDB.bat` prior to the upgrade on a server that has been configured to use the MS SQL database, you might see an error message

When you run `zdc_verifyDB` or `zdc_verifyDB.bat` to verify the schema on a server that has been configured to use the MS SQL database, the following error messages might be displayed:

```

Mismatch in table 'ACLAddress' structure.
Object type: [Column] , Object name: [IP_MAC_Address]
Expected: [Name: IP_MAC_Address, Size: 18, Type: VARCHAR, Nullable: false]
Found: [Name: IP_MAC_Address, Size: 18, Type: VARCHAR, Nullable: true]

```

Workaround: None. You can ignore these error messages.

2.7 Migration Issues

This section contains information about issues that might occur when you migrate to ZENworks 11 SP2.

- ♦ [Section 2.7.1, “The “Migrate dependent applications as sandbox” option is not effective if the dependent applications are migrated before the parent applications,” on page 9](#)

2.7.1 The “Migrate dependent applications as sandbox” option is not effective if the dependent applications are migrated before the parent applications

If dependent applications are migrated before parent applications, whether the application is migrated as a sandbox or as a published version depends on the `Migrate application or policy as sandbox` setting instead of the `Migrate dependent applications as sandbox` setting.

Workaround: Arrange the applications so that parent applications migrate before child applications.

3 Operational Known Issues

This section contains information about ZENworks 11 issues that might occur while you work with ZENworks 11 SP2:

- ♦ [Section 3.1, “General Issues,” on page 9](#)
- ♦ [Section 3.2, “AdminStudio,” on page 11](#)
- ♦ [Section 3.3, “Asset Inventory,” on page 12](#)
- ♦ [Section 3.4, “Asset Management,” on page 12](#)
- ♦ [Section 3.5, “Bundles,” on page 12](#)
- ♦ [Section 3.6, “Endpoint Security Management,” on page 13](#)
- ♦ [Section 3.7, “Full Disk Encryption,” on page 15](#)
- ♦ [Section 3.8, “Imaging,” on page 15](#)
- ♦ [Section 3.9, “Intel Active Management Technology,” on page 16](#)
- ♦ [Section 3.10, “Locations,” on page 17](#)
- ♦ [Section 3.11, “Logging In,” on page 18](#)
- ♦ [Section 3.12, “Personality Migration,” on page 18](#)
- ♦ [Section 3.13, “Policies,” on page 19](#)
- ♦ [Section 3.14, “Reporting,” on page 19](#)
- ♦ [Section 3.15, “ZENworks Adaptive Agent,” on page 24](#)
- ♦ [Section 3.16, “zman,” on page 24](#)
- ♦ [Section 3.17, “Patch Management,” on page 25](#)

3.1 General Issues

This section contains information about the general issues that might occur while you work with ZENworks 11 SP2.

- ♦ [Section 3.1.1, “Keyboard support for selecting an application on the toolbar is not available,” on page 10](#)
- ♦ [Section 3.1.2, “ZENworks settings might not be immediately applied to the devices,” on page 10](#)

- ♦ [Section 3.1.3, “Changes applied to Ignore Dynamic Group settings are not taking effect immediately,” on page 10](#)
- ♦ [Section 3.1.4, “Assignments made to User Dynamic Groups from a policy or a bundle might lead to errors,” on page 10](#)
- ♦ [Section 3.1.5, “A System update from a ZCM 10.3.3 or ZCM 11.1 Linux content Satellite Server to a ZCM 11.2 Server might not complete successfully,” on page 10](#)

3.1.1 Keyboard support for selecting an application on the toolbar is not available

By default, Windows does not provide the keyboard support for the toolbar.

Workaround: Enable the accessibility options in Windows and use the Accessibility Wizard to enable mouse key settings. After you do this, mouse functions are controlled by the numeric keypad.

3.1.2 ZENworks settings might not be immediately applied to the devices

The settings that you configure at the zone, in device folders, or on individual devices by using ZENworks Control Center or the `zman` commands might be applied to the devices after approximately 10 minutes.

Workaround: If you want the settings to be applied to the devices immediately after you configure them, manually run the following command on each managed device for which you have configured the settings:

```
zac ref bypasscache
```

3.1.3 Changes applied to Ignore Dynamic Group settings are not taking effect immediately

During a session, if you change the option to ignore a Dynamic Group in the user source and then apply the changes, the changes might not happen immediately.

Workaround: Log out of ZENworks Control Center and log in again for the changes to take effect.

3.1.4 Assignments made to User Dynamic Groups from a policy or a bundle might lead to errors

If you have already assigned a policy or a bundle to User Dynamic Groups and select the *IgnoreDynamicGroups* option in the user source, the assignments remain in the database, which leads to the following error message:

```
External Reference Not found.
```

Workaround: Manually delete the assignments that were made from the policy or bundle.

3.1.5 A System update from a ZCM 10.3.3 or ZCM 11.1 Linux content Satellite Server to a ZCM 11.2 Server might not complete successfully

If the system update content is not replicated to the Linux content Satellite Server, the update might not complete successfully.

Workaround: Perform the following steps:

- 1 Cancel the system update for the device.
- 2 Restart the agent.
- 3 Replicate the system update content to the Linux content Satellite Server.
- 4 Reassign the system update to the device.

3.2 AdminStudio

This section contains information about issues that might occur with the Standard Edition of AdminStudio 10 SP1.

- ♦ [Section 3.2.1, “Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device,” on page 11](#)
- ♦ [Section 3.2.2, “Unable to uninstall AdminStudio 11 on a 64-bit Windows 7 device,” on page 11](#)

3.2.1 Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device

When you try to install AdminStudio 10 on a 64-bit Windows XP SP2 device, the following error message is displayed:

The system administrator has set policies to prevent this installation.

Workaround: Perform the following steps:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Local Security Policy*.
- 2 In the left pane, right-click *Software Restriction Policies* and select *New Software Restriction Policy*.
- 3 Click *Software Restriction Policies*.
Enforcement is displayed in the right pane.
- 4 Double-click *Enforcement* and apply the software restriction policy to *All software files* and *All users except local administrators*.
- 5 Restart the device.

3.2.2 Unable to uninstall AdminStudio 11 on a 64-bit Windows 7 device

When you try to uninstall AdminStudio 11 on a 64-bit Windows 7 device, the following error message is displayed:

You must be an Administrator to remove this application. To remove this application, you can log on as an administrator, or contact your technical support group for assistance.

Workaround: Perform the following steps:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Local Security Policy*.
- 2 In the left pane, right-click *Software Restriction Policies* and select *New Software Restriction Policy*.
- 3 Click *Software Restriction Policies*.
Enforcement is displayed in the right pane.
- 4 Double-click *Enforcement* and apply the software restriction policy to *All software files* and *All users except local administrators*.
- 5 Restart the device.

3.3 Asset Inventory

This section contains information about issues that might occur when you use Asset Inventory.

- ♦ [Section 3.3.1, “Deleting a previously created administrator-defined field does not remove the associated Dynamic Server or Workstation Group,” on page 12](#)

3.3.1 Deleting a previously created administrator-defined field does not remove the associated Dynamic Server or Workstation Group

If an administrator-defined field is used for creating a Dynamic Server or Workstation Group and the field is then deleted, the group continues to exist without any rules.

Workaround: Select the device group and delete it manually.

3.4 Asset Management

This section contains information about issues that might occur when you use Asset Management.

- ♦ [Section 3.4.1, “The Mozilla Firefox browser does not follow file URLs on a page that it has retrieved with the HTTP protocol,” on page 12](#)

3.4.1 The Mozilla Firefox browser does not follow file URLs on a page that it has retrieved with the HTTP protocol

For security purposes, Mozilla Firefox blocks links to local files and directories from remote files. This includes linking to files on your hard drive, on mapped network drives, and linking to files that are accessible from Uniform Naming Convention (UNC) paths.

Workaround: Use the NoScript add-on from Mozilla to unblock the file URLs.

- 1 Install the NoScript add-on, then in the Firefox browser, click *Tools > Add-ons > Extensions*.
- 2 For the NoScript add-on, click *Options > Advanced > Trusted*.
- 3 Select *Allow local links* and then click *OK*.

For more workaround options, go to the [Mozillazine Web page \(http://kb.mozillazine.org/Links_to_local_pages_don%27t_work\)](http://kb.mozillazine.org/Links_to_local_pages_don%27t_work).

3.5 Bundles

This section contains information about issues that might occur when you use bundles in ZENworks Configuration Management.

- ♦ [Section 3.5.1, “The Install directory action for bundles does not upload empty directories on the managed device,” on page 13](#)
- ♦ [Section 3.5.2, “If you use an exported XML file to create a bundle in a new Zone, the network access credentials of the new object are incorrect,” on page 13](#)
- ♦ [Section 3.5.3, “Bundle icons are not visible on the desktop when the desktop folder is redirected to a network share for agents running on Windows 7 and Windows 2008,” on page 13](#)

3.5.1 The Install directory action for bundles does not upload empty directories on the managed device

When you add the install directory action to a bundle by selecting the *Upload all files within the source directory as a single package* option, if there are any empty folders at any level in the selected content, they are not created on the managed device.

Workaround: None.

3.5.2 If you use an exported XML file to create a bundle in a new Zone, the network access credentials of the new object are incorrect

If a ZENworks bundle refers to a credential object and you export the bundle to an XML file, the exported XML file contains the GUID of the credential. If you subsequently create a bundle in another Zone by using the same exported XML file, the object that is created does not find a credential that has the same GUID in the new Zone. The credential field in the new bundle is empty.


Workaround: None.

3.5.3 Bundle icons are not visible on the desktop when the desktop folder is redirected to a network share for agents running on Windows 7 and Windows 2008

When the desktop folder for a ZENworks Configuration Management Agent running on Windows 7 or Windows 2008 is redirected to a network share, the shortcut icons for ZENworks Configuration Management bundles do not appear.

Workaround: To create the shortcut icons for bundles:

- 1 Open the Registry Editor.
- 2 Go to `HKLM\Software\Novell\ZCM\NAL`.
- 3 Create a DWORD called `SetIconOnDesktop` and set the value to 1.
- 4 Reboot the workstation.

A  icon is created on the desktop and the shortcut icons for bundles are displayed.

3.6 Endpoint Security Management

This section contains information about issues that might occur when you use ZENworks Endpoint Security Management.

- ♦ [Section 3.6.1, “Path-based exceptions for Windows Firewall are not working,” on page 13](#)
- ♦ [Section 3.6.2, “Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent,” on page 14](#)
- ♦ [Section 3.6.3, “Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs,” on page 14](#)

3.6.1 Path-based exceptions for Windows Firewall are not working

After enforcement of a Data Encryption policy on a Windows XP/Vista/7 device, Windows XP and Windows Vista users are unable to add new path-based exceptions to the Windows Firewall through the Windows Firewall interface. For Windows XP/Vista/7, all path-based exceptions that existed on devices prior to enforcement of the Data Encryption policy no longer work.

Workaround: To add new path-based exceptions on Windows XP and Windows Vista:

- 1 In the Windows registry, locate the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc

- 2 Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is pre populated with the following string:

\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE

- 3 To add another application, double-click the ReparseExclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.
- 5 Add the applications through the Windows Firewall interface.

Workaround: To enable existing path-based exceptions to work on Windows XP/Vista/7:

- 1 In the Windows registry, locate the following key:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc

- 2 Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is pre populated with the following string:

\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE

- 3 To add an application already defined as an exception in the Windows Firewall, double-click the Reparse Exclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.

3.6.2 Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent

After you remove the ZENworks Adaptive Agent from a device, a Windows component (such as WiFi, 1394 firewire, or modem) that was disabled by a security policy continues to be disabled.

Workaround: Remove the security policy prior to uninstalling the agent. As an alternative, after uninstalling the agent, use Windows Device Manager to enable the component.

3.6.3 Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs

If you apply a Data Encryption policy to a tablet PC that uses the Dell ControlPoint Security Manager, the device fails to reboot to the operating system.

The issue resides with the Dell ControlPoint Security Manager driver's (*WavxDMgr.sys*) excessive utilization of the file system stack. The same result is likely to occur with any file system filter driver that uses name resolution and is loaded after the Security Manager driver.

The Dell ControlPoint Security Manager provides the following features for the tablet PC: Dell ControlVault, Dell ControlPoint Security Manager, TPM7 1.2, and Optional Smart Card Reader (via the Express Card slot through Dell S&P).

Workaround: Novell has requested Dell and Wave Systems to address the *WavxDMgr.sys* driver's utilization of the stack. Currently, the only workaround is to remove the *WavxDMgr.sys* driver.

- 1 In the device's Windows registry, go to HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\WavxDMgr, then disable the WavxDMgr.sys driver by setting the Start value to 4.

If you cannot boot the device in Normal mode to access the Windows registry, boot the device in Safe mode.

- 2 After disabling the driver, reboot the device in Normal mode.
- 3 Uninstall the Dell ControlPoint Security Software via Add/Remove Programs.

3.7 Full Disk Encryption

This section contains information about issues that might occur when you use ZENworks Full Disk Encryption.

- ♦ [Section 3.7.1, “Changes to the Disk Encryption policy’s Encrypt only the used sectors of this drive option are not enforced,” on page 15](#)
- ♦ [Section 3.7.2, “Devices with Intel Turbo Memory are not supported,” on page 15](#)

3.7.1 Changes to the Disk Encryption policy’s *Encrypt only the used sectors of this drive* option are not enforced

In the Disk Encryption policy, there is an *Encrypt only the used sectors of this drive* option. If you change this option and then republish the policy, the change is not enforced on the assigned devices. For example, if the option is enabled (so that only used sectors are encrypted) and then you disable it (so that all sectors are encrypted), the change does not take place and only the used sectors are encrypted.

Workaround: For this change to occur, the drive must be decrypted and then encrypted again. The only way to make this happen is by removing the policy assignment from devices, letting the device drives decrypt, and then publishing a new Disk Encryption policy (with the *Encrypt only the used sectors of this drive* option set as desired) to the devices.

3.7.2 Devices with Intel Turbo Memory are not supported

ZENworks Full Disk Encryption cannot encrypt devices that have Intel Turbo Memory enabled. For a Disk Encryption policy to be applied, Disk0 must be a standard hard disk (IDE, SATA, or PATA) or a self-encrypting hard disk. Intel Turbo Memory registers as Disk0 and pushes the hard disk to Disk1.

Workaround: Disable the Intel Turbo Memory driver. Information and tools are available by performing a “disable Intel Turbo Memory” search on the Web.

3.8 Imaging

This section contains information about issues that might occur when you perform Imaging operations.

- ♦ [Section 3.8.1, “The Take Image action takes a long time to complete for Full Disk Encrypted systems,” on page 15](#)
- ♦ [Section 3.8.2, “Restoring an image that has an LVM partition to a system that has a preexisting LVM partition fails,” on page 16](#)
- ♦ [Section 3.8.3, “Restoring an image of a system, which uses the whole hard disk as physical volume instead of partitions for LVM management, fails,” on page 16](#)

3.8.1 The Take Image action takes a long time to complete for Full Disk Encrypted systems

For Full Disk Encrypted systems, the amount of time to take an image of a device depends on how the data is stored on the physical disk. When you take an image, by default, compression applies to the data and varies depending on how the data is stored on the disk. If the *Encrypt only used sectors*

option is selected in the FDE settings, the amount of compression varies depending on the number of non-empty sectors. This means that the time for taking an image might be different for two systems having the same amount of data.

Workaround: None.

3.8.2 Restoring an image that has an LVM partition to a system that has a preexisting LVM partition fails

When you restore an image that has an LVM partition to a system that has a preexisting LVM partition, the system hangs indefinitely in automatic mode.

Workaround: Use command line options or scripted imaging to restore an image as shown:

```
img -restore -proxy added_filepath/filename.zmg -ip=IP_address [-s=set] [-ap=advanced_options]
```

For more information, see *Restore Mode* in the *Preboot Services and Imaging Reference* on the [ZENworks 11 SP2 documentation Web site \(http://www.novell.com/documentation/zenworks11/zen11_cm_preboot_imaging/data/bookinfo.html\)](http://www.novell.com/documentation/zenworks11/zen11_cm_preboot_imaging/data/bookinfo.html).

3.8.3 Restoring an image of a system, which uses the whole hard disk as physical volume instead of partitions for LVM management, fails

The image restoration of a system that uses the whole hard disk for LVM management, fails.

Workaround: None.

3.9 Intel Active Management Technology

This section contains information about issues that might occur when you use Intel AMT in ZENworks Configuration Management.

- ♦ [Section 3.9.1, “An Intel AMT device is not discovered even after entering correct credentials,” on page 16](#)
- ♦ [Section 3.9.2, “Unable to provision, unprovision, delete, or search an Intel AMT device through a search filter,” on page 17](#)

3.9.1 An Intel AMT device is not discovered even after entering correct credentials

When you enter the credentials on an Intel AMT device during provisioning, the device is sometimes not discovered.

Workaround: To ensure that the device is discovered, reprovision the device:

- 1 Unprovision the device, then disable Remote Configuration.
- 2 Save the changes, then restart the device.
- 3 After the device has restarted, go to the BIOS screen, then enable Remote Configuration.
- 4 Enter the credentials, then provision the device.
- 5 Verify if the device is being discovered. Repeat [Step 1](#) through [Step 5](#) to reprovision the device until the device is discovered.

3.9.2 Unable to provision, unprovision, delete, or search an Intel AMT device through a search filter

If you restart the Novell ZENworks Loader Service while provisioning, unprovisioning, deleting, or searching an Intel AMT device through a search filter, the status of the device becomes suspended.

Workaround: Remove the Intel AMT device by unprovisioning it:

- 1 In ZENworks Control Center, click *Devices*.
- 2 Click *Discovered*.
- 3 Click the *Intel AMT Devices* link to view all the discovered Intel AMT devices.
- 4 Select an Intel AMT device that you want to provision, then click *Action > Unprovision*.
- 5 If you want to delete the Intel AMT device after unprovisioning fails, select the *Delete the device if unprovisioning fails* check box.
- 6 Click *OK*.

If you want to provision an Intel AMT device, you must configure it.

For more information on how to configure an AMT device, see the [Novell ZENworks 11 SP2 Out-Of-Band Management Guide \(http://www.novell.com/documentation/zenworks11/zen11_outofband_mgmt/data/bookinfo.html\)](http://www.novell.com/documentation/zenworks11/zen11_outofband_mgmt/data/bookinfo.html)

3.10 Locations

This section contains information about issues that might occur when you work with locations and network environments in ZENworks 11 SP2.

- ♦ [Section 3.10.1, "IP address ranges are not supported by network environment services," on page 17](#)

3.10.1 IP address ranges are not supported by network environment services

Only IP address ranges that follow the CIDR notation are supported by network environment services such as gateways, DNS servers, and DHCP servers.

Workaround: You need to specify the IP address range by using the standard CIDR notation. For example, 123.45.167.100/24.

3.11 Logging In

This section contains information about issues that might occur when logging in to various locations in ZENworks 11 SP2.

- ♦ [Section 3.11.1, “The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name,” on page 18](#)

3.11.1 The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name

A Microsoft security fix (see Microsoft Knowledge Base article [312461 \(http://support.microsoft.com/default.aspx/kb/312461\)](http://support.microsoft.com/default.aspx/kb/312461)) disallows certain characters in DNS names by not returning cookies when those characters are used in the server’s name. If cookies are not returned, state information cannot be preserved across HTML requests, so the user cannot log in to ZENworks Control Center.

The only characters allowed for DNS names in Windows are the alphabetical characters (a-z), numbers, and the hyphen. For example, you cannot use an underscore character. Use a hyphen instead.

This issue does not occur with the Mozilla Firefox browser, even when it runs on Windows.

Workarounds:

- ♦ Reference the IP address instead of its DNS name.
- ♦ Reference a valid DNS name for the IP address the server is using. For example, your server name might be A_Server.mycompany.com, but the DNS registration for the IP address might be Aserver.mycompany.com, which does work.
- ♦ If you only use Internet Explorer to run ZENworks Control Center, do not use underscores in your server names.

3.12 Personality Migration

This section contains information about issues that might occur when you use Personality Migration in ZENworks Configuration Management.

- ♦ [Section 3.12.1, “A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application,” on page 18](#)
- ♦ [Section 3.12.2, “Unable to install a printer on the destination device,” on page 19](#)
- ♦ [Section 3.12.3, “Unable to store or apply a PNP file on authenticated network shares,” on page 19](#)

3.12.1 A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application

If you choose to use the *Advanced File Options* to span the content to multiple files while saving the settings and data to a .pnp file, you must specify a password in the *Password to encrypt the PNP file* option.

Workaround: None.

3.12.2 Unable to install a printer on the destination device

When you attempt to install a printer on a destination device, the installation does not succeed.

Workaround: Before migrating the printer settings from the source device to the destination device:

- 1 Create a directory named `PrinterDrivers` on any of the logical drives, such as C:, D:, or E:.
- 2 Download and copy the unzipped driver to the `PrinterDrivers` directory.

3.12.3 Unable to store or apply a PNP file on authenticated network shares

When you create bundles by using the Store Personality or Apply Personality actions, the bundles always run as a dynamic administrator. The dynamic administrator does not have Read or Write access to the authenticated network shares, and therefore cannot store or apply a PNP file from authenticated network shares.

Workaround: To store and apply personalities, the user group *Everyone* should have Write and Read access to the shared location when you create bundles by using the Store Personality and Apply Personality actions.

3.13 Policies

This section contains information about the issues that might occur when you use ZENworks 11 SP2 Policy Management.

- ♦ [Section 3.13.1, “Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server,” on page 19](#)

3.13.1 Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server

Creating roaming profiles on a Windows 2008 R2 shared location is not supported for Windows managed devices. If you try accessing the roaming profile, Windows automatically logs in to a local or temporary profile.

Workaround: None.

3.14 Reporting

The ZENworks Reporting solution is based on BusinessObjects Enterprise XI 3.1 Service Pack 3 (SP3). This section contains issues that might occur when you use ZENworks Reporting. To troubleshoot other error messages that you might encounter while you work with BusinessObjects Enterprise XI 3.1 SP3, see the [BusinessObjects XI documentation Web site \(http://help.sap.com/businessobject/product_guides/\)](http://help.sap.com/businessobject/product_guides/).

- ♦ [Section 3.14.1, “Unable to launch the ZENworks Reporting Server InfoView after the session has expired,” on page 20](#)
- ♦ [Section 3.14.2, “Unable to launch the ZENworks Reporting Server InfoView,” on page 20](#)
- ♦ [Section 3.14.3, “The Report Engine Server fails to initialize after installing ZENworks Reporting Server,” on page 20](#)
- ♦ [Section 3.14.4, “ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2,” on page 21](#)
- ♦ [Section 3.14.5, “The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5,” on page 21](#)

- ♦ Section 3.14.6, “If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication,” on page 22
- ♦ Section 3.14.7, “ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features,” on page 22
- ♦ Section 3.14.8, “ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails,” on page 22
- ♦ Section 3.14.9, “The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP2,” on page 22
- ♦ Section 3.14.10, “The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale,” on page 23
- ♦ Section 3.14.11, “Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64,” on page 23
- ♦ Section 3.14.12, “Using multiple filters to generate User Details Reports might result in inaccurate filtering of data,” on page 23

3.14.1 Unable to launch the ZENworks Reporting Server InfoView after the session has expired

You might encounter the following error message when the ZENworks Reporting Server InfoView session expires:

```
Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)
```

Workaround: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

3.14.2 Unable to launch the ZENworks Reporting Server InfoView

This problem might occur if the Central Management Server failed to start. The following error message is displayed in the %ZENWORKS_HOME%\logs\zcc.log file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotFoundInDirectory: Server <Server_name>:6400 not found or server may be down (FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
```

Workaround 1: See the [Business Objects Board forum \(http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5\)](http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5).

Workaround 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

3.14.3 The Report Engine Server fails to initialize after installing ZENworks Reporting Server

The following error message is displayed when the Report Engine Server fails to initialize:

```
Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)
```

This problem might occur when the Administrator tries to run the Web Intelligence Report (WEBi).

Workaround 1: Do the following:

- 1 Log out from the ZENworks Reporting Server InfoView.
- 2 Delete the cookies from your browser.
- 3 Close all browser instances.
- 4 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

Workaround 2: If the error message is displayed even after deleting the browser cookies.

On Windows: Restart the Server Intelligence Agent:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.

On Linux: Restart the BusinessObjects Enterprise services:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a root user:
`/etc/init.d/BobjEnterprise120 stop`
- 2 Wait 2 to 3 minutes for all the services to stop.
- 3 Start the BusinessObjects Enterprise services by running the following command as a root user:
`/etc/init.d/BobjEnterprise120 start`
- 4 Wait 2 to 3 minutes for all the services to start.

3.14.4 **ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2**

ZENworks Reporting might not contain a reference to users that were created by using the ZENworks 10 Configuration Management SP2 user source. Therefore, ZENworks Reporting fails when you log in to ZENworks Control Center by using an administrator account (such as Administrator@windowdomain.com) created in ZENworks Configuration Management 10 SP2.

Workaround: On the ZENworks Reporting Server, use the following command to create users for the administrator account that was created by using the ZENworks 10 Configuration Management SP2 user source:

```
zman rpau complete_user_name
```

Replace the *complete_user_name* with the administrator account, such as Administrator@windowdomain.com.

3.14.5 **The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5**

If you launch the ZENworks Reporting Server InfoView in Firefox 3.5, and you select *New Window* as the target window in the Create Hyperlink dialog box while linking a ZENworks Report to a User Details Report, the User Details Report data is not displayed in the new browser window.

Workaround: While linking a ZENworks Report to a User Details Report in a Firefox 3.5 browser, select *Current Window* as the target window in the Create Hyperlink dialog box.

3.14.6 If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

Workaround: See TID 7006288, in the [Novell Support Knowledgebase \(http://www.novell.com/support/search.do?usemicrosite=true&searchString=7006288\)](http://www.novell.com/support/search.do?usemicrosite=true&searchString=7006288).

3.14.7 ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features

The following features of BusinessObjects XI 3.1 SP3 are not supported in ZENworks Reporting Server:

- ◆ Encyclopedia
- ◆ Crystal Reports
- ◆ My Dashboard

3.14.8 ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails

If the IP Helper service is running on a Windows Server 2008 R2 device, the ZENworks Reporting Server installation fails.

Workaround: Disable the IP Helper service:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Services*.
- 2 Right-click *IP Helper*, then select *Properties*.
- 3 In the *Startup Type* drop-down list, select *Disabled*.
- 4 Click *Apply*, then restart the device.
- 5 Install ZENworks Reporting Server.

For more information on installing the ZENworks Reporting Server, see the [Reporting Server Installation Guide \(http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html\)](http://www.novell.com/documentation/zenworks11/zen11_installation_reportingserver/data/bookinfo.html).

3.14.9 The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP2

In the ZENworks Reporting Server InfoView, when you run a custom report for the Launch Status object under the Bundles and Policies folder created in ZENworks 10 Configuration Management SP3 in ZENworks 11 SP2, you might encounter the following error:

```
some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 00001)
```

Workaround: Click *OK* to close the error message dialog box, then do the following to add the Launch Status object:

- 1 Click *Edit Query*.
- 2 In the Universe pane, navigate to *ZENworks > Bundles and Policies > Deployment > Bundle details*.
- 3 Drag the Launch Status object to the Results Object pane.
- 4 Click *Run Query*.
- 5 Save the report.

3.14.10 The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale

Workaround: Do the following:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Right-click any Web Intelligence Report, then click *Schedule*.
- 4 In the Schedule pane, click *Formats and Destinations*.
- 5 Click *Output Format and Destination*.
- 6 In the Output Format panel, select the *Web Intelligence* check box.
- 7 In the Output Format Details panel, select the *File location* check box.
- 8 Click *Destinations Options and Settings*.
- 9 In the Options and Settings panel, deselect the *Use the Job Server's defaults* check box.
- 10 In the Directory option, specify the path to the directory on the destination device to save the report instance.
- 11 Fill in the appropriate fields, then click *Schedule*.

3.14.11 Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64

If you choose to uninstall ZENworks Reporting Server from an OES 2 SP2 x86_64 machine by running the uninstallation program in the GUI mode, the program might take about 45 minutes to finish the uninstallation. During this time, the uninstallation program might appear to hang even though ZENworks Reporting Server is successfully uninstalled.

To verify that ZENworks Reporting Server has been uninstalled:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Check whether the ZENworks Reporting Server InfoView is disabled.
- 3 Check whether the Business Objects Enterprise service directory was removed:

```
/etc/init.d/BobjEnterprise120 service
```

- 4 Check whether the Business Objects Enterprise directory was removed:

```
/opt/novell/zenworks/share/boe folder
```

- 5 Check the ZENworks Reporting Server uninstallation log file:

The `/var/opt/novell/log/zenworks/ZRSuninstall.log` file must display the following message:

```
ZRS Uninstallation Completed Successfully!
```

3.14.12 Using multiple filters to generate User Details Reports might result in inaccurate filtering of data

When you use multiple filters to generate a User Details Report, there is a possibility that the data in the generated report is not filtered properly.

Workaround: None.

3.15 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks 11 SP2.

- ♦ [Section 3.15.1, “Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device,” on page 24](#)
- ♦ [Section 3.15.2, “The display message for a bundle does not appear for the configured time on the Agent,” on page 24](#)

3.15.1 Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device

If you have configured a bundle to display its shortcut in the managed device *Start* Menu and you assign this bundle to a Windows 7, Windows 2008, or Windows 2008 R2 device, the bundle shortcut icon is not correctly displayed in the *Start* menu.

Workaround: Download the patch from [Microsoft Support site \(http://support.microsoft.com/kb/980994\)](http://support.microsoft.com/kb/980994).

For more details, see TID 7005032 in the [Novell Support Knowledgebase \(http://www.novell.com/support/search.do?usemicrosite=true&searchString=7005032\)](http://www.novell.com/support/search.do?usemicrosite=true&searchString=7005032).

3.15.2 The display message for a bundle does not appear for the configured time on the Agent

The display message for a bundle does not appear for the configured amount of time on an Agent running on Windows 7 and Windows 2008 R2 devices. By default, the message appears for only 5 seconds.

Workaround: None.

3.16 zman

This section contains information about issues that might occur when you use the `zman` command line utility.

- ♦ [Section 3.16.1, “zman help does not display in Chinese,” on page 24](#)
- ♦ [Section 3.16.2, “The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10,” on page 24](#)

3.16.1 zman help does not display in Chinese

Using the `man zman` command for Simplified Chinese and Traditional Chinese doesn't display any help. It only displays the tilde (~) character.

Workaround: None.

3.16.2 The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10

The `rpsv` and `rpgn` reporting `zman` commands fail on SUSE Linux Enterprise Server (SLES) 10.

Workaround: Before executing the `rpsv` and `rpgn` commands, ensure that the specified destination path has the read-write-execute (rwx) permissions for all Linux users.

3.17 Patch Management

This section contains information about issues that might occur when you use ZENworks Patch Management:

- ♦ [Section 3.17.1, “No patches are displayed on the Device Patches tab even though the agent DAU succeeded,” on page 25](#)

3.17.1 No patches are displayed on the Device Patches tab even though the agent DAU succeeded

After resetting the ZENworks Patch Management settings, restarting the Subscription Service, and completing the Replication process on a SLES 11 SP1x64 agent, you successfully run DAU (Discover Applicable Updates), but no patches are listed on the *Device Patches* tab.

Workaround: After you reset the ZENworks Patch Management settings, restart the zenloader service.

4 Legal Notices

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